GETTING STARTED ONLINE

CHESTERFIELD COUNTY eReview CITIZEN'S ACCESS SITE

How to get the most out of online permitting tools

April, 2020

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Getting Started

Chesterfield County has launched an online system, which utilizes a Civic Platform to provide our customers a streamlined process to submit and manage Plans online. The customer-friendly portal has the direct url link: https://aca-prod.accela.com/CHESTERFIELD/

Layout and Navigation

The eReview Home Page is organized as shown below (Fig. 1):
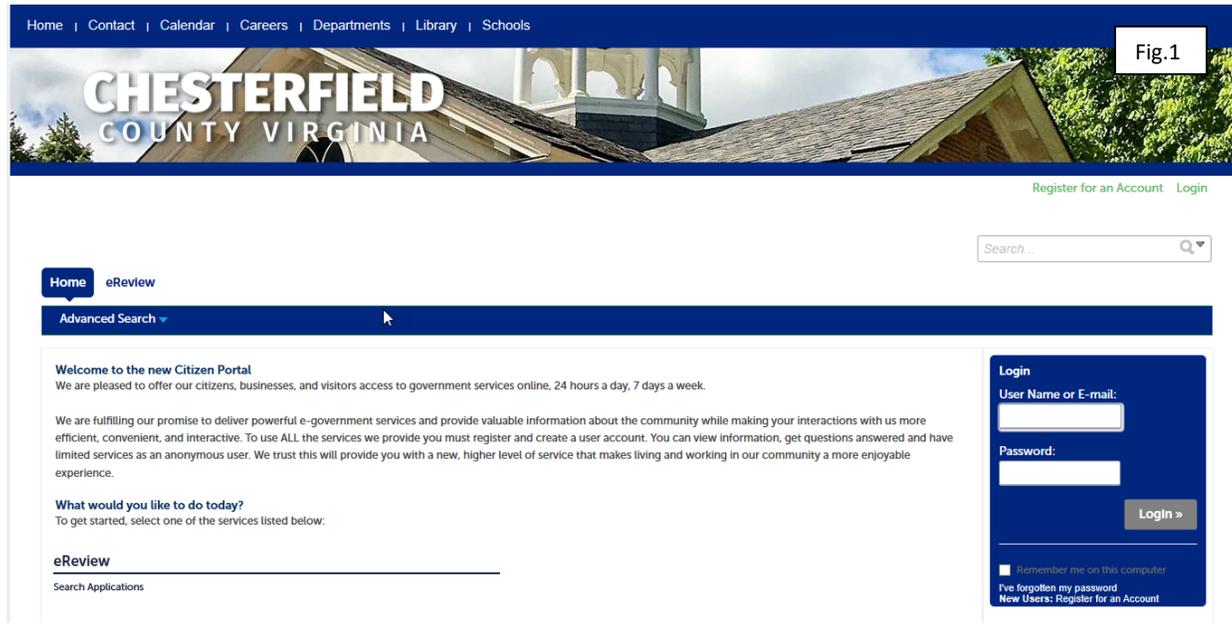
Without registering for an account you only be able to:

- Perform Application searches

Registering for an account gives you access to additional features:

- Submit Applications
- Create Delegates (other users you give permission to perform actions on your behalf)
- Check the status of your applications
- Upload and Resubmit Plan Documents (and other document types, listed later)
- Manage account information

Register for an Account

Registration Process

1. Read and check the Terms of Acceptance, then select Continue Registration
2. Fill in Account Information (Fig. 2)

Login Information

Fig.2

* User Name:

* E-mail Address:

* Password:

* Type Password Again:

* Enter Security Question:

* Answer:

Contact Information

Choose how to fill in your contact information.

Add New   Fig.3

3. Contact Information
   a. Select Add New (Fig. 3)
   b. Select Contact Type (either Individual or Business) and Continue

4. Fill in Contact Information (Fig. 4) and Continue

Contact Information   Fig.4   ×

* First: Middle: * Last:

Name of Business:

Country:
--Select--

* Address Line 1:

* City: * State: * Zip:

* E-mail: * Mobile Phone:

Continue   Clear   Discard Changes

5. You should get a Contact added Successfully confirmation (Fig. 5)
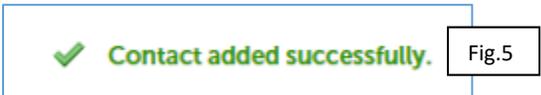
✔ Contact added successfully.   Fig.5

6. Select Continue Registration to complete the process

Account Management

As a user, there may be circumstances when staffing changes or a license number might change, requiring account updates. It is very easy to go into your account to make changes when necessary.

1) Log in to your account.
2) Click on Account Management.
3) Determine which area needs to be changed or updated and expand that section.
4) Update information
5) Save your changes.

Announcements

Announcements are important messages Chesterfield County would like relay to the user (messages such as upcoming holiday closures, business hour changes, code revisions, etc.).

Searching

The system will refer to "records".   A record can be a permit, application, license, site visit, complaint or a service request etc. Searching the online database records can be performed in different ways, but the easiest method is to use the Global Search (Fig. 6), located in the top right area of the screen.

Use the Global Search feature by inputting a record or permit number, address, owner, project name, etc.   This will return all matching results from the database, regardless of the department originating the record.

Fig.6

Another useful feature of the Global Search is easy accessibility of recent searches. Hover (placing the mouse) over the down-facing arrow to see your recent entries (Fig. 7).

Fig.7
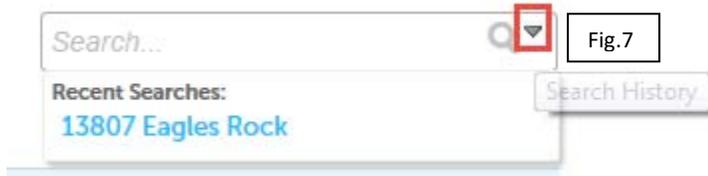
Create Collections

Create collections of records for easy accessibility. For example, a project with multiple permits can have all related records viewable in one "collection" or you might want to group permits by type or address. After logging in, your collections are accessible at the top of every screen.

1. Log in to your account.
2. Records associated to your account will be shown in a list.
3. Use the checkboxes on the left to select the records you want to group into a collection.
4. Under "eReview" in the title bar, click "Add to Collection".
5. Enter a name for your group of records and a description if desired, or choose an existing collection from the drop down menu.
6. Click the "Add" button to create and submit the records into the new collection.
7. After selecting a specific collection, a useful overview of the records will be displayed in the Collection.

View your Records

In the list of your records that display (Fig. 8), basic record information is provided: Date submitted, Record number (link will open the record), Record Type, Detailed Description, Project Name, Status, and Action.   The Action link will allow you to continue submission of a record in progress.

Fig. 8

	Date	Record Number	Record Type	Description	Project Name	Status	Action
☐	04/28/2020	20TMP-000005	eReview Building	something sometihng	blah blah		Resume Application
☐	04/24/2020	20EB0003	eReview Building		Project Name	In Review	
☐	04/24/2020	20EP0005	eReview Planning		Nice!!	In Review	
☐	04/22/2020	20EB0002	eReview Building	more detailed info goes here…	Online submission	Pending Applicant	
☐	04/21/2020	20EP0003	eReview Planning		db testing	In Review	

View Specific Permit Details

After searching for records, you can view the specific record's details by clicking on the Record Number, such as "20EB0003" as pictured above (Fig. 9):

Permit Information

By selecting a particular record, you have access to all that is available in this Plan Review module. As show in Fig. 10, you will need click on the arrows to expand the available areas. "Record Info" is where you will navigate to find the Processing Status, Related Records, and Attachments that work for this specific record. Additional information can be viewed in the "More Details" at the bottom of the screen which provides record specific data.

View Contacts for Records

Once you have logged in and your account has been linked to your records, you can view the contacts associated to your record. Only Applicant Contacts will be displayed at this time (Fig. 10).

Fig.10

Record Info

This area provides access to Record Details, Processing Status, Related Records, and Attachments (Fig. 11).
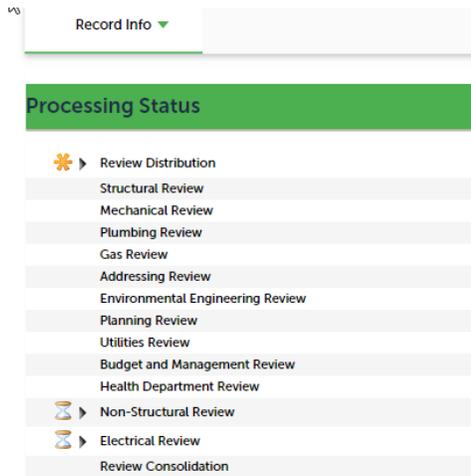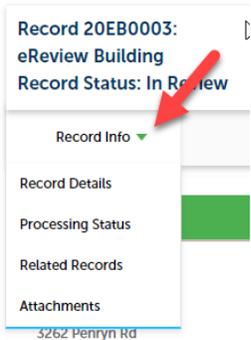

Fig.11

View Record Details

- Record specific information
- The default area that you land on when navigating to a record
- Typically data you entered at time of application submission.
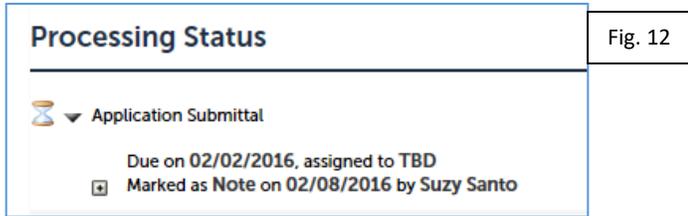
View Processing Status

- Workflow steps and their completion dates.

Completed steps will have a green checkmark   next to them.

The current task(s) will have an hourglass ⌛ indicating that step has not been completed. By selecting the arrow next to the checkmark or hourglass, you will see when the task is due, who it is assigned to, and any status updates (Fig. 12).

Fig. 12

If there are any comments, click on the displayed plus sign [+] (Fig. 12) that will be seen if there are comments on that processing step.
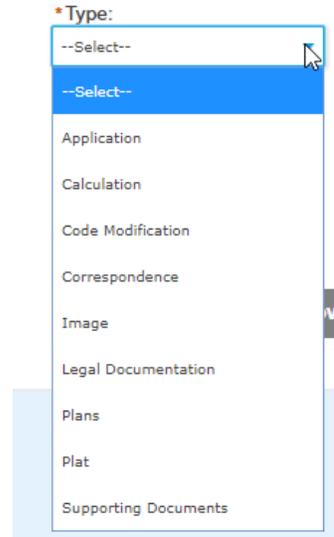
View Related Records/Permits

- Records can be connected to one another if they are part of the same project. If a record has been process (by Chesterfield County) as being related, it will show here.

View Attachments/Documents

- You can upload particular documents as needed. There are only a select few types that can be uploaded for this particular module. Fig. 13 shows this list.

Fig.13

*Type:

--Select--

--Select--

Application

Calculation

Code Modification

Correspondence

Image

Legal Documentation

Plans

Plat

Supporting Documents

Attachments

If resubmitting plans, please the Resubmit link the the document list. Please do NOT use the "Add" button.

The maximum file size allowed is 100 MB.
action;ade;adp;apk;app;bat;bin;chm;cmd;com;command;cpl;csh;exe;gadget;hta;inf;ins;inx;ipa;isp;isu;jar;job;js;jse;ksh;lib;lnk;mde;msc;msi;msp;mst;osx;out;paf;php;pif;prg;ps1;ps2;reg;rgs;run;...sct;shb;shs;sys;u3p;vb;vbe;vbs;vbscript;vxd; are disallowed file types to upload.

When resubmitting Plans, please use the Resubmit button, show here. It notifies County personnel....

Name	Record ID	Record Type	Entity Type	Type	Size	Latest Update	Action	Entity
Diaz Plot Map.pdf	20EP0003	eReview Planning	Record	Supporting Documents	252.73 KB	04/21/2020	Actions ▾	eReview Plan 20EP0003
C1-100 Dames20200422072225[1].pdf	20EP0003	eReview Planning	Record	Plans	385.68 KB	04/22/2020	Resubmit Actions ▾	eReview Plan 20EP0003
C1-100 Dames.pdf	20EP0003	eReview Planning	Record	Plans	128.15 KB	04/22/2020	Actions ▾	eReview Plan 20EP0003
Plans SM Cycle 1 Proposal.pdf	20EP0003	eReview Planning	Record	Plans	1.30 MB	04/22/2020	Actions ▾	eReview Plan 20EP0003
CYCLE 1- Interim - All Departments.pdf	20EP0003	eReview Planning	Record		349.89 KB	04/27/2020	Actions ▾	eReview Plan 20EP0003

< Prev 1 2 Next >

Apply Online

1) Log in to your account.
2) Click eReview and then click Apply for an Application
   a) After reading the disclaimer, indicate that you have read and accepted the terms. Click Continue Application.
   b) Select record type from the drop down menu (Fig 14) and Continue Application

Step 1 > Detail Information
1. Need a Project Name (Short/Simple name for what you are trying to submit)
2. Detailed Description (this is where you provide as much details as possible on the project).
3. Custom Fields (at this time there is just 3 items here).
   a. If resubmittal is marked yes, you will be required to provide a permit or PIMs number.

Step 2 > Applicant Information
1. You can do this quickly by "Select From Account".
2. Scroll to the bottom of the page, then click Continue Application.

Step 3 > Documents
1. Attach Record Documents
   a) Select Add and locate your documents (works like a typical file explorer)
   b) Allow the plan to reach 100% then Continue
   c) You will then be required to select the Record Type and Description
   d) You will then need to save again, and to confirm all is good, you should see something like this:

Step 4 > Review
1. Please Review your application information carefully.
   a) Verify that the descriptions are accurate.
   b) Check the disclaimer box, and then click Continue Application.

Step 5 > Record Issuance
2. If all is good with your record, then you should come to the following landing page (Fig. 14). You are now able to print or view your permit application by clicking View Record Details.